

**AMENDMENTS TO THE SPECIFICATION**

Please amend the paragraph beginning at line 13 on page 11 as follows:

The input controller 230 accepts predetermined input devices [[23]] 231 such as a keyboard and pointing devices, and transfers data or commands input by those input devices [[23]] 231 to the control unit 210.

Please amend the paragraph beginning at line 16 on page 11 as follows:

The output controller 240 accepts predetermined output devices [[24]] 241 such as a display and a printer, and transfers result data and the like given by the control unit 210 to those output devices [[24]] 241.

Please amend the paragraph beginning at line 7 on page 22 as follows:

Though the server 200 sends the failure notice if the registered deal data have failures in the above first and second embodiments, the server 200 may notify the sales agent 11 of know-how (tips for data collection) for getting information out of the customer effectively. To achieve this function, the database unit 250 has a know-how DB [[24]] additionally.

Please amend the paragraph beginning at line 13 on page 22 as follows:

The know-how DB [[24]] stores advisory information representing tips for collecting information (know-how) in accordance with various patterns of target event, personal property of the sales agent 11, personal property of the customer 12, customers IT level, and the like. The information stored in the know-how DB [[24]] are set by the know-how configuration function 200e of the server 200.

Please amend the paragraph beginning at line 6 on page 23 as follows:

The deal data retrieval function 200c further retrieves appropriate advisory information from the know-how DB [[24]] based on the failed data items specified at step S302 and personal properties retrieved at step S303 (step S304).